FMS APPLICATIONS OPERATIONS-MONTHLY REPORT
Deliverable 35.1.5e

Executive Summary

Period Ending 02/28/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
2.0	Response Time - High		90%	0%	
2.1	Response Time - Medium		90%	100%	55
2.2	Response Time - Low		90%	0%	
	Resolution Times				
2.3	Resolution Time - High (Complex)		90%	0%	
2.4	Resolution Time -Medium (Complex)		90%	0%	
2.5	Resolution Time - High (Simple)		90%	0%	
2.6	Resolution Time -Medium (Simple)		90%	100%	55
	Other Service Metrics				
2.7	Resolution Quality		95%	0%	
2.8	Work Estimate Accuracy		90%	0%	
2.9	Service Reporting Delivery		7	7	1
	Help Desk Metric				
3.0	Request Volume		100	55	55

Monthly Highlights

1) Resolved report issues with wrong Guaranty Agency name in quarterly report.

2) Actual unsolicited calls this month were higher than normal due to VPN connectivity issues.

3) Most of the activity of the Tier II Help Desk outside of the connectivity issue were functional issues.

4) The Tier II Help Desk continued to proactively support the remaining GA's in getting connected.

5) Completed production change requests and coordinated release with the VDC.

6) Resolved VPN connectivity issues.

7) Started user list for Phase III application with responsibility levels.

8) Worked with VDC on router issues between VPN and application servers.

9) Worked with Financial Partners to update & prioritize the change request log.

(See Appendix A for detailed explanations of the Metrics.)